

Appl. No. 09/602,665
Amdt. dated November 29, 2004
Reply to Office Action of August 31, 2004

PATENT

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A method for managing the changing of a network infrastructure, the method being implemented in a computer system, the method comprising:
opening a change ticket in the computer system that includes a change plan
having instructions about how a change is to be performed;
associating said change ticket with one of a plurality of change categories
corresponding to a type of change that is described in the change plan;
providing said change ticket to affected entities for approval, wherein the affected
entities comprise at least one entity other than a system administrator; and
implementing said change plan after the affected entities have approved the
change ticket;
wherein said affected entities are selected based on, and said change ticket is
approved in accordance with, rules related to each of said change categories into which said
change ticket was associated.
2. (Original) The method of claim 1, wherein said affected entities are unknown to at least one other entity involved in said method.
3. (Canceled)
4. (Currently Amended) The method of claim 1, wherein said change ticket is accessible by a work-flow engine associated with the computer system.
5. (Currently Amended) The method of claim 4.1, wherein the computer system comprises a computer network said work-flow engine is implemented through use of a computer system.

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6. (Previously Presented) The method of claim 1, wherein said affected entities comprise at least one of a customer, a duty manager, a change coordinator, a change approver, and an operations center.

7. (Previously Presented) The method of claim 1, wherein said change categories include at least one of a scheduled change, an unscheduled change, and an event response.

8. (Currently Amended) A system for managing the changing of a network infrastructure, comprising:

a computer system comprising a work-flow engine;

a change ticket comprising a change plan including instructions about how a change is to be performed, said change ticket being present in a form that can be used by said work-flow engine; and

responsible entities connected to said work-flow engine whose approval of the change ticket is required before said change plan can be implemented, wherein the responsible entities comprise at least one entity other than a system administrator;

wherein said change ticket is organized into one of a plurality of change categories based on the nature of said change, and said work-flow engine provides said change ticket to said responsible entities for approval.

9. (Canceled)

10. (Canceled)

11. (Canceled)

12. (Previously Presented) A means for managing the changing of the infrastructure of a network comprising:

authoring means for generating a change ticket having a change plan that includes instructions about how a change is to be performed;

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change matrix means for associating said change with one of a plurality of change categories;

communication means for providing said change ticket to affected entities for approval, wherein the affected entities comprise at least one entity other than a system administrator; and

agent means for implementing said change plan after the affected entities have approved the change ticket;

wherein said affected entities are selected based on, and said change ticket is approved in accordance with, rules related to said change category into which said change was associated.

13. (New) A method for managing the changing of a network infrastructure, the method comprising:

providing a microprocessor, wherein the microprocessor is communicably coupled to a computer readable medium, and wherein the computer readable medium includes instructions executable by the microprocessor to:

open a change ticket that includes a change plan having instructions about how a change is to be performed;

associate the change ticket with one of a plurality of change categories corresponding to a type of change that is described in the change plan;

provide the change ticket to affected entities for approval, wherein the affected entities comprise at least one entity other than a system administrator; and

implement the change plan after the affected entities have approved the change ticket;

wherein the affected entities are selected based on, and the change ticket is approved in accordance with, rules related to each of the change categories into which said change ticket was associated.

14. (New) The method of claim 13, wherein the affected entities are unknown to at least one other entity involved in the method.

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15. (New) The method of claim 14, wherein the affected entities comprise at least one of a customer, a duty manager, a change coordinator, a change approver, and an operations center.

16. (New) The method of claim 13, wherein the change categories include at least one of a scheduled change, an unscheduled change, and an event response.

17. (New) A system for managing network infrastructure modification, the system comprising:

a computer readable medium, wherein the computer readable medium includes instructions executable by a microprocessor based system to:

open a change ticket that includes a change plan having instructions about how a change is to be performed;

associate the change ticket with one of a plurality of change categories corresponding to a type of change that is described in the change plan;

provide the change ticket to affected entities for approval, wherein the affected entities comprise at least one entity other than a system administrator; and

implement the change plan after the affected entities have approved the change ticket;

wherein the affected entities are selected based on, and the change ticket is approved in accordance with, rules related to each of the change categories into which said change ticket was associated.

18. (New) The system of claim 17, wherein the affected entities comprise at least one of a customer, a duty manager, a change coordinator, a change approver, and an operative center.